

INFORMATION PAPER

L60/C4
30 July 2004

SUBJECT: Maintain Reliability

Maintain Reliability of Information Technology (IT) and Telephone Communications (TeleComm) Systems.

FACTS:

1. Balanced Scorecard Goal/Objective. (Which BSC goal/objective does this strategic initiative support? How so?)

The BSC goal is to Maintain and Recapitalize Infrastructure. The definition of this objective speaks not only to the maintenance of the physical infrastructure and facilities of MCLC Albany, but also to ensuring the reliability, availability and integrity of information and information systems. The Operational Availability (OA) Index intent is to track the success of the C4 in supporting the information and information systems they are charged with maintaining.

2. Project Description. (What is the nature of the initiative being worked?)

The C4 is responsible for support, maintenance, and availability of the IT and TelComm systems that are critical to the daily responsibilities of the MCLC Core Competencies and other base divisions. The C4 POM's for, and supports, hardware, software, applications, and Automated Information Systems (AIS's) that provide the backbone for Logistics and Supply Chain Operations. This is not a single project, but an ongoing collection of many initiatives and maintenance support requirements.

The OA index was developed in order to monitor the C4's success at maintaining the availability of these IT and TelComm systems. This index covers the availability of the areas in: Legacy Network Infrastructure (Hubs and Switches), Mainframe Applications, Mainframe Connectivity, and Defense Messaging Services, Telephone Switch, and Managed Applications. At the present time, these metrics do not include Navy/Marine Corps Intranet (NMCI) statistics and results, as the contractor is not required to report on these metrics until 85% of the command seats are rolled into the NMCI environment. Once the Command achieves this milestone, this index will be modified to include NMCI metrics.

3. Why Required. (What performance gap is closed, new logistics capability introduced, business process improved or better business practice incorporated? Are the benefits to LOGCOM... to the USMC?)

Without on-going maintenance and support of the MCLC IT and TeleComm systems, the ability of the Command's core competencies to perform their critical functions will be significantly curtailed. Should funding diminish, the OA Index will show a distinctive negative trend over time as AIS, hardware, and TeleComm systems begin to fail due to a lack of required maintenance and consistent refresh of critical technology (software versions, servers, emerging technologies, etc.).

INFORMATION PAPER

4. Resources. (Is the initiative already POM'd for? How much per year? If not in the POM has a budget been developed? How much per fiscal year? Has an IPT already been established? Is there an estimate of the number of man-hours required? If so, how many per fiscal year?)

The entire C4 exists with the purpose of supporting IT and TeleComm systems for the Command and its customers. Labor resources and O&M resources to effectively continue to support these systems are planned for accordingly.

5. Plan of Action and Milestones. (What are the start and end dates. What are the interim high level actions and milestones?)

These efforts are continuous and on going on a daily basis. POA&Ms are developed for specific projects as they are identified.

6. Owning Organization/ Partners. (Under which organization's cognizance does this strategic initiative fall? What other organizations are involved in this strategic initiative? How so?)

This initiative is consistent with C4's mission to support and sustain the Command's information and Telecomm systems.

7. Point of Contact. (Project Lead, telephone number and email address)

Mr. Melvin Leonard, (229) 639-6661, Melvin.Leonard@usmc.mil